



Job Description

Job Title:	Director, Transfer Center	Salary Range:	19
Date Revised:	4/2/2026	Date Approved:	6/23/2026

PRIMARY PURPOSE

Under the general direction of the assigned administrator or designee, the Director, Transfer Center performs a variety of administrative and supervisory responsibilities related to the planning, development, organization, assessment, and direction of student transfer initiatives. The Director leads and oversees the Transfer Center's day-to-day operations; coordinates transfer-related services; partners with internal and external stakeholders to increase transfer rates, particularly for traditionally underrepresented populations. The Director monitors student progress toward transfer, develops institutional agreements with four-year institutions, and provides outreach to target populations to support student success in transfer pathways

DISTINGUISHING CHARACTERISTICS

The Director, Transfer Center is distinguished in its role by the strategic leadership for initiatives aimed at improving transfer outcomes for students, and promoting equity-minded practices to create an inclusive environment to support all students on their transfer pathways.

The Director, Transfer Center requires strong partnerships with faculty, staff, and four-year institutions to maintain formal transfer agreements and supports faculty engagement in transfer initiatives.

ESSENTIAL FUNCTIONS

Examples of essential functions are descriptive and not restrictive in nature.

Leadership and Administration

1. Provides strategic leadership in the administration, development, and implementation of transfer services aimed at assisting students in planning and preparing for transfer to four-year institutions, including but not limited to staff supervision, budget management, and assessment of the Transfer Center
2. Promotes a transfer-supportive culture within the institution by working with faculty, staff, and students.

Transfer Guidance and Collaboration

3. Collaborates with counselors, faculty, and students to provide information regarding general education requirements and academic planning for transfer to California State University (CSU), University of California (UC), and private institutions.
4. Develops university partnerships and provides information about college and university transfer agreements.

Program Development and Outreach

5. Collaborates with Institutional Research to identify, design, and implement programs and services to support students.



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6. Establishes procedures for tracking student progress toward transfer and provides referrals to campus support services as needed.

Data Management and Reporting

7. Monitors and tracks the utilization of campus transfer services, compiling data on transfer readiness and rates.
8. Prepares detailed reports on the effectiveness of transfer services and submits data to the State Chancellor's Office as required.
9. Implements state-required transfer activities and reporting related to transfer guarantee initiatives.

Higher Education Partnerships

10. Develops and maintains formal transfer agreements with four-year institutions, ensuring smooth transitions for students between institutions.
11. Organizes and hosts transfer-related workshops and events to increase student and faculty engagement with transfer services.
12. Maintains knowledge/expertise in transfer processes, requirements, and initiatives.

Budget and Resource Management

13. Prepares and manages the annual budget for the Transfer Center, ensuring appropriate use of resources.
14. Oversees the procurement of equipment and supplies necessary to support transfer services.
15. Monitors, controls, and approves expenditures; prepares detailed reports on program activities and financial status.

Staff Supervision and Development

16. Trains, supervises, and evaluates Transfer Center staff, providing opportunities for professional development and growth.
17. Oversees the selection and hiring of classified staff, counseling faculty, and student hourly employees.

Technology and Integration

18. Utilizes new and emerging technologies to improve communication and access to transfer-related resources for students, faculty, and staff.
19. Maintains up-to-date knowledge of instructional methods and technologies pertinent to the Transfer Center.

Diversity, Equity, and Inclusion

20. Participates in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; actively assists in the creation of a welcoming and inclusive work and educational environment; attends and participates in diversity, equity, and inclusion trainings and events.



NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT



Job Description

General

21. Performs other duties that support the overall objective of the position.

WORKING RELATIONSHIPS

The incumbent engages and maintains contact with various District administrators, management, faculty, staff, students, vendors, government agencies and organizations, higher education institutions, the California State Chancellor's Office, and the public.

MINIMUM QUALIFICATIONS

Education and Experience:

- Master's Degree in a related discipline; **AND**
- Four (4) years of formal training, internship, or leadership experience reasonably related to the assignment;
- **Or**, any combination of education and experience which would provide the required equivalent qualifications of the position. **AND**
- Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

DESIRABLE QUALIFICATIONS

- One year of supervisory or management experience in a college or university student services environment.
- Experience in developing and implementing motivational and informational workshops targeting student success.
- Experience managing community, educational, and/or pathway partnerships.
- Demonstrated experience fostering an inclusive and welcoming work or educational environment through equity-minded approaches in professional interactions with colleagues and students.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

- Knowledge of District and college organizations, operations, policies, procedures, rules, laws, regulations, goals, and objectives related to the area of assignment.
- Knowledge of California Education Code, Title 5, and other applicable laws and regulations related to the area of assignment.
- Knowledge and understanding of student services operations, including student advising, retention strategies, and support services.
- Knowledge of working within a shared governance model.
- Knowledge of instructional methods and technologies related to the area of the assignment.
- Knowledge of effective diversity, equity, and inclusion principles in higher education.



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- Knowledge of state programs, policies and requirements related to university transfer.
- Knowledge of federal and state regulations related to student services, such as FERPA.
- Knowledge of budget management, preparation and maintenance.
- Knowledge of office administration and management practices and procedures.
- Knowledge of modern office practices, methods, and techniques.
- Knowledge of confidential record keeping, filing, file sharing, and filing systems methods, techniques, and procedures.
- Knowledge of student information systems, management information systems, databases, and data management practices.
- Knowledge and awareness of equity and inclusion principles, particularly in the context of student support services.
- General knowledge of community college structures, processes, and student demographics.

Skills:

- Strong organizational skills with the ability to prioritize and manage multiple tasks efficiently.
- Critical thinking, problem solving, and analytical skills.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software applications.
- Excellent written and verbal communication skills, with the ability to draft clear and concise reports, correspondence, and presentations.
- Data collection, analysis, and reporting, particularly in relation to program outcomes and student participation.
- Event planning and coordination skills, including the ability to manage logistics and details for meetings, workshops, and special events.
- Computer software programs, applications, databases, and Enterprise Resource Planning Systems (ERP) systems; computer hardware and peripheral equipment related to the area of assignment.

Abilities:

- Ability to work independently and collaboratively within a team environment.
- Ability to interact positively and professionally with a diverse student population, faculty, and staff.
- Promote the growth and success of a diverse population of students and employees through the development of interculturally competent and equity minded management and leadership.
- Ability to plan, organize, and lead transfer initiatives.
- Ability to assess, analyze, implement, and evaluate research project activities.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Ability to analyze situations accurately and adopt an effective course of action.
- Ability to plan, organize, and prioritize workload to meet schedules and timelines.
- Ability to understand and follow verbal and written directions.
- Ability to understand the scope of authority in making independent decisions related to the area of assignment.



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- Ability to review situations accurately to determine the appropriate course of action according to
- established guidelines.
- Ability to learn and adapt to new software, systems, and processes as required.
- Ability to provide empathetic and effective support to students, addressing their needs and concerns with professionalism.
- Ability to attend and participate in diversity, equity, and inclusion trainings and events.
- Ability to provide an inclusive and welcoming work/educational environment.
- Ability to demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.
- Ability to establish and maintain effective and cooperative working relationships with those encountered in the course of work.

SPECIAL REQUIREMENTS, LICENSES, and/or CERTIFICATIONS

- Possession of or ability to possess a valid driver license based on the need related to the area of assignment if and when travel is required in the course of work.
- Travel may be required for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak, or hear, both in person and by telephone. Use hands repetitively to perform fine/gross finger manipulation, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds, unassisted. Must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s).

Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

The incumbent may be required to work a flexible and varying work schedule based on the needs of the department, including evenings and weekends, as needed.



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Mental Demands:

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The incumbent works under typical office conditions, and the noise level is usually quiet.

Working Conditions:

Work is performed primarily indoors where minimal safety considerations exist. The incumbent may be subject to constant interruptions and frequent interaction with District and college personnel and the public. Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions of the position.

North Orange County Community College District (NOCCCD) is committed to creating a diverse academic and workforce environment that encourages and fosters diversity, equity, inclusion, and equal opportunities for everyone. NOCCCD is focused on creating a welcoming culture to ensure students, faculty, management, and staff feel included, supported, and safe.

NOCCCD looks for likeminded and inclusive individuals who represent the community's diversity and demonstrate a sensitivity to the understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of those we represent. Our District community of professionals is devoted to enriching our students' lives by bringing a variety of ways to engage and discover their individual and collective paths through education.